

STATE OF SOUTH CAROLINA

(Caption of Case)

Complaint of Richard Ware Regarding Toll Charges  
Incurred When Dialing a Prefix from 272 to 390

BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

COVER SHEET

190007  
POSTED  
12/21/07 AS

DOCKET  
NUMBER: 2007 - 274 - C

(Please type or print)

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DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition

☐ Request for item to be placed on Commission's Agenda expeditiously

☐ Other:

INDUSTRY (Check one)

NATURE OF ACTION (Check all that apply)

- ☐ Electric  
☐ Electric/Gas  
☐ Electric/Telecommunications  
☐ Electric/Water  
☐ Electric/Water/Telecom.  
☐ Electric/Water/Sewer  
☐ Gas  
☐ Railroad  
☐ Sewer  
☐ Telecommunications  
☐ Transportation  
☐ Water  
☐ Water/Sewer  
☐ Administrative Matter  
☐ Other: \_\_\_\_\_

- ☐ Affidavit  
☐ Agreement  
☐ Answer  
☐ Appellate Review  
☐ Application  
☐ Brief  
☐ Certificate  
☐ Comments  
☐ Complaint  
☐ Consent Order  
☐ Discovery  
☐ Exhibit  
☐ Expedited Consideration  
☐ Interconnection Agreement  
☐ Interconnection Amendment  
☐ Late-Filed Exhibit
- ☒ Letter  
☐ Memorandum  
☐ Motion  
☐ Objection  
☐ Petition  
☐ Petition for Reconsideration  
☐ Petition for Rulemaking  
☐ Petition for Rule to Show Cause  
☐ Petition to Intervene  
☐ Petition to Intervene Out of Time  
☐ Prefiled Testimony  
☐ Promotion  
☐ Proposed Order  
☐ Protest  
☐ Publisher's Affidavit  
☐ Report

- ☐ Request  
☐ Request for Certification  
☐ Request for Investigation  
☐ Resale Agreement  
☐ Resale Amendment  
☐ Reservation Letter  
☐ Response  
☐ Response to Discovery  
☐ Return to Petition  
☐ Stipulation  
☐ Subpoena  
☐ Tariff  
☐ Other: \_\_\_\_\_

Print Form

Reset Form

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Mr. Charles L. A. Terreni  
Chief Clerk/Administrator  
South Carolina Public Service Commission  
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Re: Complaint of Richard Ware Regarding Toll Charges  
Incurred When Dialing a Prefix from 272 to 390  
**Docket No. 2007-274-C**

RECEIVED  
2007 DEC 20 PM 3:39  
SC PUBLIC SERVICE  
COMMISSION

Dear Mr. Terreni:

I am writing on behalf of Horry Telephone Cooperative, Inc. ("HTC") and HTC Communications, Inc. ("HTCC") pursuant to Commission Order No. 2007-872 in the above-referenced docket, in which the Commission requested the parties to address the issues raised in Mr. Ware's letter dated October 29, 2007.

While Mr. Ware's October 29 letter states the issues in a different manner, it is clear that Mr. Ware's request is essentially for free calling from his home in the Wampee exchange to the Myrtle Beach area, and the underlying response is the same. In our letter dated October 17, 2007, we responded to Mr. Ware's stated desire to have toll-free calling among the Wampee, North Myrtle Beach, and Myrtle Beach exchanges. In that response, we noted that HTC and HTCC have striven through the years to offer a variety of calling patterns and plans to suit the diverse needs of their customers, and that the companies currently offer a variety of calling plans and patterns that can be tailored in most cases to fit the needs of individual customers. We noted that it would not be prudent to undertake costly and disruptive measures in an attempt to resolve concerns expressed by a single customer.

While the earlier response addressed Mr. Ware's issues in the context of an Extended Area Service ("EAS") request, the response is even more relevant to discussions of changing exchange boundaries or imposing city-wide calling requirements. The suggestions Mr. Ware offers would be extremely costly, complicated, and disruptive, and would have a precedential effect on the entire local landline telephone service industry. Furthermore, they would likely result in higher rates for a substantial number of customers who appear to be happy with the current calling options available to them.

Additionally, in response to Mr. Ware's complaint about toll calling within city limits, we want to be clear that HTC customers in the Wampee exchange have free calling to all locations within the City of North Myrtle Beach. In fact, this is shown on the table Mr. Ware included in his letter dated September 12, 2007. (The 390-2626 number shown on the table is Mr. Ware's HTC number in the Wampee exchange.) Verizon, the incumbent local exchange carrier serving the North Myrtle Beach

Mr. Charles L. A. Terreni

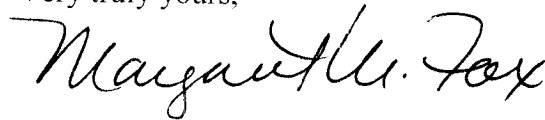
December 20, 2007

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exchange, does not provide toll-free calling for its customers located in North Myrtle Beach to that portion of the Wampee exchange that has been annexed into the City of North Myrtle Beach. HTCC, as a CLEC serving that area, mirrors the calling scope of the incumbent local exchange carrier. Nevertheless, in discussions with Mr. Ware, including on a conference call with all of the parties and Commission Staff, HTCC offered to look into implementing one-way EAS from North Myrtle Beach to the Wampee exchange, which would resolve Mr. Ware's stated concern that toll-free calling throughout the City of North Myrtle Beach is not available to him. Mr. Ware responded that he was not interested in that, because he does not spend a lot of time at his North Myrtle Beach residence. He then stated that his real interest was in being able to call from his residence in the Wampee exchange to Myrtle Beach, which is obviously outside the city limits of North Myrtle Beach. Furthermore, when Mr. Ware was asked about the amount of calls he currently makes to Myrtle Beach from his residence in the Wampee exchange and whether he might be interested in one of HTC's various calling packages, he acknowledged that his calling was very minimal, and that he typically uses his mobile phone to make such calls.

For the reasons stated herein, HTC and HTCC respectfully request that the Commission dismiss Mr. Ware's complaint. The companies' customers have a variety of calling options that can be tailored to individual needs. Mr. Ware himself has acknowledged that he incurs very minimal or no charges for calling from Wampee to Myrtle Beach. Furthermore, while Mr. Ware's most recent letter stresses his belief that toll charges should not be incurred for calls made within the same city limits, that is not how exchange boundaries were established, and Mr. Ware has also stated that he is not interested in a solution that allows him to call toll-free within the city limits of North Myrtle Beach unless it also allows him to have additional free calling all the way to Myrtle Beach. Addressing Mr. Ware's concerns would be complicated and costly and would impact numerous other customers in South Carolina.

Very truly yours,



Margaret M. Fox

MMF/rwm

cc: C. Lessie Hammonds, Esquire  
Shealy Boland Reibold, Esquire  
Mr. Richard Ware  
Mr. Stan Bugner, Verizon  
Steven W. Hamm, Esquire  
Ms. Debby Brooks, Horry Telephone Cooperative, Inc.  
Mr. Bill Rabon, Horry Telephone Cooperative, Inc.